



CITY OF SAN ANTONIO
An Equal Opportunity Employer

111 Plaza De Armas, San Antonio, Texas 78205
(210) 207-8108 Job Line (210) 207-7280
www.sanantonio.gov

EMPLOYEE BENEFITS MANAGER CUSTOMER SERVICE & COMMUNICATION

The City of San Antonio's Human Resources Department is recruiting for an Employee Benefits Manager with primary responsibility for overseeing customer service and communication activities related to all employee and retiree benefits programs. This individual will report directly to the Sr. Human Resources Administrator over Employee Benefits, and exercises direct supervision over assigned professional and clerical staff.

Essential job functions include, but are not limited to, the following: Manages employee benefits customer relations staff, including direct supervision, training and delegation of work assignments. Develops and implements effective strategies and mediums to effectively communicate benefit program content to management, employees and retirees, including training programs related to employee and retiree benefits programs. Administers all benefits-related membership services, including annual open enrollment for benefits plan participants. Coordinates and works closely with Human Resources Administrators over Human Resources Specialist and Generalist programs to maximize customer service and communication efforts to employees. Works closely with the Third Party Administrator and other vendors to resolve customer service issues, and responds to and resolves difficult and sensitive inquiries and complaints from employees and retirees related to customer service activities. Evaluates personnel for responsiveness, accuracy, efficiency and professionalism in dealing with a variety of customer telephone calls and walk-ins, and identifies, analyzes and recommends solutions for various employee and retiree benefits issues and complaints. Monitors implementation of agreed-upon actions to ensure problem resolution, and continuously strives to improve current operations, decrease turnaround times, streamline work processes, and provide quality and seamless customer service. Resolves issues regarding the requirements and provisions of benefit programs, and ensures compliance with benefit-related federal and state rules and regulations (i.e. Consolidated Omnibus Budget Reconciliation Act (COBRA), Health Insurance Portability and Accountability Act (HIPAA), etc. Participates in the development and implementation of goals and objectives for employee and retiree benefits programs and recommends improvements to enhance greater customer service. Assists in the development and administration of annual budget, annual cost analysis of assigned programs and future cost projections.

The ideal candidate should be results-oriented, with demonstrated ability to work well with all customers and staff levels and develop and implement effective communication programs - proven abilities to successfully develop interpersonal working relationships and strong management abilities a must. In addition, candidates should demonstrate integrity in exercising advanced problem-solving, communication, and presentation skills. Proficiency with Microsoft Office software applications, including Word, Excel, Access and PowerPoint, is required. This position requires that the successful candidate possess: a Bachelor's Degree from an accredited college or university with preferable coursework in Human Resources, Public, or Business Administration, or a related field; four (4) years in managing benefits, human resources, communications, or customer service programs, to include two (2) years of supervisory responsibility; a valid Class "C" Texas Driver's License or ability to obtain a valid Class "C" Texas Driver's License within thirty (30) days after becoming a resident of the State of Texas; and working knowledge of applicable federal, state and local laws and regulations.

Salary ranges from \$46,332 - \$69,504, depending on experience and qualifications. Benefits include subsidized healthcare coverage, retirement plan, life insurance, paid leave and voluntary benefits. This position is exempt from Civil Service and subject to at-will employment status.

Please apply with cover letter, resume (detailing work and education history, including dates for work assignments), and three to five work references with contact information to: City of San Antonio, Human Resources Department, Attention Rita Aguilar, Human Resources Analyst, P.O. Box 839966, San Antonio, TX 78283. Candidate information may also be submitted in-person Monday through Friday (excluding holidays) from 7:30 AM to 5:15 PM, at the Human Resources Department located at 111 Plaza de Armas in downtown San Antonio; or e-mailed to saexecsearch@sanantonio.gov.

Position will remain open until filled.

For additional information, contact Rita Aguilar at (210) 207-7290.

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